



Customer Care Team

Contact Information

Department/Contact	Type of Inquiry or Request	For Quickest Result
24-Hour Customer Service for Card Accounts (Cardholder Support) Phone (800) 344-5696 Collect (701) 461-2042 (international) Fax (701) 461-3463	Balance inquiry	Call - Automated Phone System
	Statement inquiry	Call – Press * for CSR
	Disputed item	Call – Press * for CSR
	Declined purchase inquiry	Call – Press * for CSR
	Card Activation	Call - Automated Phone System
	Lost, stolen or compromised card	Call – Press * for CSR
	Manual Authorization (merchant contact)	Call – Press * for CSR
	Statement copies – older than 6 mos.	Call – Press * for CSR
Access Online HelpDesk for Program Administrators https://access.usbank.com Web Based Training https://wbt.access.usbank.com Washington specific training at: http://www.qa.wa.gov/pca/VisaProgram.htm “Live” Access Online Support Program Administrator (877) 452-8083	<ul style="list-style-type: none"> It is important to note that the HelpDesk can show you “HOW” to do things within Access Online. They are not given access to make changes or conduct any type of maintenance in regards to your program. **See Account Coordinator for changes 	Call
	Navigating within Access Online	Call
	Locating and Running Reports	Call
	Assist with Flex Data or Scheduled Reporting	Call
	Locate and Print Statements	Call
	Research a transaction	Call
	Web Based Training Guidance	Call
Fraud Department (800) 523-9078 (701) 461-2042 collect (international)	<ul style="list-style-type: none"> Report fraudulent activity Available 24/7 	Call Email: Fraud_help@usbank.com
Account Coordinator (AC) Day-To-Day Contact (Program Support) Steven Jents (6:00 am – 3:00 pm) (works w/ Susan Fowler Acct Mgr) Phone: (612) 973-1321 steven.jents@usbank.com Jodi Kellogg (9:00 am – 5:00 pm) (works w/ Kevin Noren RM) Phone: (612) 973-1255 Jodi.kellogg@usbank.com Steven’s Back-up Contacts: Matthew Conn Phone: (612) 973-1328 Jodi’s Back-up Contacts: Jimmy Dulka Phone: (612) 973-1256	<i>* The following may be utilized if applicable to your card program *</i>	
	Account inquiry	Call/Email
	Request a manual authorization	Call
	Assistance with reporting	Call/Email
	Company billing address change	Call/Email
	MCC Maintenance	Use Access Online or Call/Email
	Visa Liability Insurance inquiry	Call/Email
	Access Online Navigation Assistance	Call/Email
	Cardholder name change or SSN correction	Email
	Rush card delivery	Call/Email
	Missing or misapplied payment	Call/Email
	Credit balance refund	Call/Email
	Hierarchy Assistance	Call/Email
	Unblock or reinstate past due account	Email
	Maintenance	Self maintain using Access Online Email
	<ul style="list-style-type: none"> Close or suspend an account (T9 or V9) Hierarchy change Adjust limits (monthly, cash, purchase) Cardholder address or phone change Change a Default Accounting Code (DAC) 	
Account Manager (AM) Program Manager/Support Susan Fowler (9:00 am – 5:00 pm) (works w/ Steven Jents AC) Phone: (503) 620-3716 Fax: (503) 431-6707 susan.fowler@usbank.com	Access Online training or navigational assistance	Call/Email
	Program reviews	Call/Email
	Product updates	Call/Email
	Request for additional or adhoc reporting	Call/Email
	Corporate limit increase	Call/Email
	New company setup	Call/Email
	Company name change, merger or acquisition	Call/Email
	Additional Access Online functionality	Call/Email
	General program issues, concerns	Call/Email

Relationship Manager (RM) Payment Solutions Consultant Kevin Noren (9:00 am – 5:00 pm) (workers w/ Jodi Kellogg AC) Phone: (253) 449-1823 Fax: (253) 269-6630 Cell: (253) 209-1863 (emergencies) kevin.noren@usbank.com	WA ST WSCA Contract Manager	Call/Email
	Conduct Accounts Payable VISA Optimization Analysis	Call/Email
	Provide payment solutions & product updates	Call/Email
	Requests for additional or custom reporting	Call/Email
	Program reviews	Call/Email
	Program Controls & Audits	Call/Email
	Opportunity & Growth recommendations	Call/Email
	Certified Accounts Payable Professional (CAPP)	Call/Email
	State Contract Program Benefits	Call/Email